

POSITION TITLE	Academic Programs Manager
POSITION TERM	Continuing
FUNCTION / DEPARTMENT	Academic and Global Engagement
ANZSOG CAPABILITY	Capability Level 3
REPORTING MANAGER	Academic Director of Programs
No. DIRECT REPORTS	1
LOCATION	Our office locations are Melbourne, Sydney and Canberra
APPROVED BY	Deputy Dean Academic
APPROVAL DATE	October 2025

ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

In delivering on its mission of public governance that people trust, the School brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

ABOUT THE POSITION

The Academic Programs Manager manages the academic compliance, governance, and continuous improvement of accredited award programs in the Public Leadership Credentials category of ANZSOG's portfolio. Reporting to the Academic Director of Programs, the role works to ensure higher education academic compliance and quality assurance requirements as they apply in Australia and Aotearoa New Zealand, drive learner progression and success, and champion teaching and learning excellence in partnership with academic and professional colleagues. Externally, the Manager supports the academic interface between ANZSOG and all conferring university partners, building strong and positive partnerships by providing them with the assurance that ANZSOG's award suite of programs complies with the latest requirements as they apply in Australia and Aotearoa New Zealand.

This role contributes to the academic development of new programs within the Public Leadership Credentials category (e.g. AQF8 and above) as well as ANZSOG leadership of the flagship Executive Master of Public Administration (EMPA) and the Monash Pathway, which have long set the standard for senior public sector leadership development in Australia and Aotearoa New Zealand. It supports the Academic Director of Programs in providing academic input and oversight across ANZSOG's entire product portfolio (award and non-award) by combining program-level leadership (including curriculum design and quality assurance) with managerial accountability (including people, process, data and risk).

Public Leadership Credentials reflect the pinnacle of formal education at ANZSOG, offering rigorous, accredited programs that provide prestige and recognition, and drive sustained career progression. In this role, the Academic Programs Manager has a unique opportunity to help shape these programs at an exciting time of growth and expansion in ANZSOG's program portfolio, as well as supporting the Academic Director of Programs to ensure that the highest levels of academic integrity and robustness are maintained across ANZSOG's entire program strategy and

learning portfolio.

The role collaborates across the organisation to ensure the success of ANZSOG's new operating model. Internally, the Manager shares accountabilities for new program development and continuous improvement with the Product Management team and Learner Experience team (located in the Learning Solutions and Experience Group) and draws on cross-functional expertise from the Community Impact, Client Engagement and Growth, and Brand, Marketing and Communications teams (located in the Growth and Impact Group).

MANAGER/SENIOR ADVISOR LEVEL ACCOUNTABILITIES

ANZSOG roles at this level share the following consistent accountabilities:

- **Operational Leadership:** Manage team operations aligned with strategic goals.
- **Team Development:** Support staff development and performance.
- **Project Oversight:** Lead complex projects and initiatives.
- **Stakeholder Engagement:** Build and maintain internal and external relationships.
- **Resource Management:** Monitor budgets and resource allocation

KEY FUNCTIONAL ACCOUNTABILITIES

Academic Compliance and Quality Assurance

Quality Assurance and Compliance Management

- Supported by the Coordinator Academic Program Quality and Student Administration, ensure adherence to academic compliance and quality assurance requirements in Australia and Aotearoa New Zealand, and institutional policies (AQF8 and above).
- Supported by the Coordinator Academic Program Quality and Student Administration, coordinate internal audits, external reviews, and professional accreditation submissions.

University relations and stakeholder management

- Support the Academic Director of Programs in the cultivation of positive relationships with conferring university partners, including appropriate governance and reporting structures.
- Supported by the Coordinator Academic Program Quality and Student Administration, oversee maintenance of up-to-date records with conferring university partners in areas such as course and subject-level changes.

Student Progression and Success

- Lead a small team to:
 - plan and coordinate delivery of ANZSOG's credentialed programs, in close collaboration with the Academic Director of Programs, the Coordinator Program Quality and Student Administration, and other ANZSOG teams that support delivery of ANZSOG's accredited programs;
 - monitor and analyse retention, progression, and completion data;
 - identify at-risk cohorts and coordinate interventions;
 - oversee progression rules, special consideration, and results ratification processes;
 - chair or support progression and assessment committees where appropriate.
- Support moderation, academic integrity, and continuous improvement initiatives.

Governance and Committees

- Chair or serve on relevant academic committees; ensure accurate and timely documentation.

- Prepare and manage program approval and review documentation for governance committees.
- In collaboration with the Academic Director of Programs, present program proposals and review outcomes to Faculty, Academic Board and other relevant committees working with conferring university partners as appropriate.

Data and Operations

- In collaboration with the Learning Solutions & Experience Group and with support from the Business Intelligence team, provide strategic analysis on student load, subject performance and feedback, as well as program-level performance and feedback.
- In collaboration with the Learning Solutions & Experience Group, oversee timetabling quality and resolve scheduling conflicts.
- Maintain definitive curriculum data and ensure accurate publication.

Curriculum Design and Faculty Engagement

Program Design

- In close collaboration with the Academic Director of Programs and teams across the organisation, support the academic renewal and development of programs within the Public Leadership Credentials category. This includes ensuring that programs align with market insights, are commercially viable, and demonstrate coherent curriculum maps, scaffolded learning outcomes, and best practice pedagogy and assessment design.
- Support the Academic Director of Programs to provide high-level academic input, oversight and leadership across the entire suite of ANZSOG programs within its learning portfolio ensuring that it delivers against design principles.

Faculty Engagement

- Supporting the Academic Director of Programs and in collaboration with the Faculty Experience Manager, identify capacity gaps and pipeline faculty recruitment needs within the Public Leadership Credentials category, and assist in the recruitment, engagement and support of new academic Faculty where appropriate.
- In collaboration with the Learning Solutions & Experience Group, partner with and manage academic Faculty to identify and embed curriculum and innovative teaching methods that align with ANZSOG's principles and domains of expertise.

Cross-Functional Engagement and Effectiveness

- Work across the organisation to deliver program lifecycle processes, supporting business and operational processes that deliver commercially sound, competitive and risk-assessed programs and which ensure management of the budget and delivery within budgetary constraints, efficient resource allocation and the achievement of financially viable and sustainable outcomes.
- Model collaborative collegial engagement, helping to cultivate a positive, collaborative and high-performance culture that encourages excellence in delivery, open communication, teamwork (within and across teams), and innovative problem-solving, that enhances ANZSOG's overall performance and supports the achievement of School priorities.

QUALIFICATIONS, SKILLS AND EXPERIENCE

- Extensive experience of managing accredited award programs and governance processes within higher education institutions.
- Strong understanding of academic compliance and quality assurance requirements in Australia and Aotearoa New Zealand – and the regulatory requirements of a range of conferring university partners.

- Experience building and maintaining strong stakeholder relationships preferably in the public sector and/or higher education sectors.
- Experience in working in partnership with others, including managing and influencing external Faculty to deliver exceptional learner experiences.
- Proven ability to lead committees and influence academic practice.
- Knowledge of learning design and adult learning principles.
- Deep knowledge and commitment towards learners drawn from the public sector and “for purpose sector” in Australia and Aotearoa New Zealand.
- Familiarity with learning management systems, data analysis platforms and project management tools.
- Exceptional interpersonal skills and service orientation.
- Maintenance of the highest ethical standards, ensuring transparency, integrity and compliance with legal and regulatory requirements in all systems, practices and behaviours.
- Postgraduate qualifications or equivalent academic standing with knowledge of curriculum design and pedagogy.

Other Job Related Information

- The Academic Programs Manager is a senior administrative role. It is not expected that they will be responsible for direct delivery of teaching into programs or maintain an active research record.
- There may be a requirement to work additional hours from time to time.
- There may be peak periods of work during which taking of leave may be restricted.
- Interstate or international travel may be required.

ANZSOG VALUES

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.